

Students  
**Loan Repayment - Collection**  
***SERVICE CENTER***  
***COMPASS***  
**(ATLANTA SERVICE CENTER)**



## Team Roster

Freda Heppner, Joe Burney, Terri Coulston, David Hammond, Bessie Shelton, Marie Young

## Performance Score

### FSA Enterprise Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

## Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI</b>	<b>75.9</b>	<b>77.9</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>3.13</b>	<b>3.67</b>			
<b>UNIT COST</b>	<b>Your Portion</b>		<b>\$0.03</b>		<b>\$0.03</b>	
	<b>Other</b>					

## Contributions

## Status

- Meet with branch chiefs bi-weekly
- Meet with staff once per month.
- Develop & administer Survey to Atlanta Service Center staff.

**Continuous (Emp/Cust Sat)**  
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**Completed Nov, 2001**  
**(Emp/Sat)**

- Develop focus group to address:

1. Equal Treatment of Staff	December 28, 2001
2. Managerial Priorities	(Emp Sat)
▪ <b>Address Promotion Policy</b>	
1. Joe Burney/Dan O. will review PD's.	Begin review December 4, 2001
	<b>(Emp Sat)</b>
• <b>In-house Training</b>	<b>Ongoing (Emp/Cust Sat)</b>
• <b>New Supply Request System</b>	<b>Ongoing (Emp/Cost Sat)</b>